

COOL APPS AND OPEN SOURCE TOOLS

To Collect and Display Access Services Data





WHO WE ARE

- Sue Thompson, librarian
 - Coordinator for Access Services and Evidence-based Practice
 - formally Coordinator for Library Systems
- Teri Roudenbush, staff
 - Access Services Lead
 - formally Head of Resource Sharing



WHO WE ARE

- Cal State San Marcos -- one of 23 CSU campuses
 - almost 25 years old
 - 10,000 students
- Library building
 - 200,000 sq. ft. with 40 group study rooms





OVERVIEW

- Current data collection methods
- New data collection methods
- Evaluating student use of Study Spaces
 - Study Room Reservation System -- Open Source Tool
 - Study Space usage – Apps and Mobile Tools
- Tracking user requests at Service Desks
 - StatsTracker– Open Source Tool
- Central statistics portal
 - Google site -- Cloud-based Tool

THE CURRENT SITUATION

Access Services Currently Collects Data ...

- On Numerous Functions
- From Various Sources
- In Many Different Ways





DATA COLLECTED BY FUNCTION

➤ Circulation

- Checkout Statistics
- Gate Count

➤ Interlibrary Loan / Resource Sharing

- ILL Statistics
- Other Consortia Borrowing/Lending Statistics

➤ Media Library

- ID's Issued
- Video On Demand Statistics

➤ Reserves

- Traditional Reserve Statistics
- E-Reserve Statistics

➤ Shelving

- Returned material
- In-house
- New material
- In-Stack Inquiries

SOURCES USED TO COLLECT DATA

- Millennium Circulation Statistics
- 3M Gate Counts
- ILLiad Reports
- RapidILL Statistics
- InnReach Patron Reports
- Docutek E-Reserves Statistics
- Video-On-Demand/MediaSite
- CI Badge





WAYS DATA IS COLLECTED

- Utilizing Vendor Statistical Reports
- Manually Counting
- Utilizing Custom Designed Spreadsheets



WHY GATHER NEW KINDS OF DATA?

- Track library services that don't have an easy or built-in data gathering tool
- Track the human angle of how people use our library
- Get a deeper understanding of what our standard quantitative data means
- Gather data that answers specific questions
- Take advantage of research methodologies, such as observation, sample counts, and surveys

NEW WAYS TO GATHER DATA

- Apps – ready to go applications downloaded from Web
- Open source tools – robust software solutions that may allow extensive customization
- Mobile devices – handheld devices that can be used anywhere in library





SPACE USAGE DATA

- Why we need to collect data on space usage
 - Other building occupants
 - University competition for our space
 - Changing student needs, ways of configuring space

STUDY ROOM BOOKING

Looked for various solutions to book study rooms, vendor products, open source

➤ Vendor Products

- SpringShares LibCal
- Evanced D!bs

➤ Open Source

- phpScheduleit
- MRBS

Find a Group Study Room

View Day

View Week

View Month

Room Details

Area: Kellogg - Media Library

Add Area

Name:

Add Area

Rooms in Kellogg - Media Library

Show / hide columns

Show 25 entries

Search:

Name	Enabled	Description	Capacity	Room admin email	
KEL 2106	✓	Multimedia Editing (1 - 4 persons)	4		✗
KEL 2107	✓	Multimedia Editing (1 - 4 persons)	4		✗
KEL 2110	✓	Group viewing/presentation room with a wall mounted HDTV.	16		✗
KEL 2112	✓	Viewing Room (2 - 5)	5		✗
KEL 2113	✓	Viewing Room (2 - 5)	5		✗
KEL 2115	✓	Viewing Room (2 - 5)	5		✗
KEL 2116	✓	Viewing Room (2 - 5)	5		✗

Showing 1 to 7 of 7 entries

First

Previous

1

Next

Last

STUDY ROOM RESERVATION PILOT

- Pilot with MRBS in Fall 2012
 - Included 9 rooms on 5th floor
 - Left 25 rooms on the 4th and 5th floors for walk-in use
- Added 3 of the 7 rooms on 2nd floor in Spring 2013
- October 2013 record high reservations



Kellogg - 5th Floor

Kellogg - Media Library

Wednesday 23 October 2013

<< Go To Day Before

Go To Today

Go To Day After >>

Time:	Group Study 5108 (12)	Group Study 5109 (12)	Group Study 5302 (6)	Group Study 5303 (6)	Group Study 5306 (6)	Group Study 5307 (6)	Group Study 5304 (6)	Group Study 5305 (6)	Group Study 5411 (10)
08:00AM		Study Hours						fin	
08:30AM									
09:00AM									
09:30AM									
10:00AM	Orga Behav	physio				GEW 101			
10:30AM									
11:00AM	Bio367		TKE	A&P				fin	Study group 1
11:30AM					Midterm Cramming	KINE	Studying for Math Exam		Nursing 200 midterm
12:00PM									
12:30PM									
01:00PM		biology		(Reserved)		bio 178			
01:30PM				(Reserved)					
02:00PM			TKE		tax acct		HOMEWORK	Study	Study Group 2



STUDYING SPACE USAGE

- Study room booking includes report function
- 291 hours reserved week of Oct 7-11
- 585 possible hours
- 50% occupancy

Area	Room	Start time	End time	Duration
Kellogg - Media Library	KEL 2107	02:30:00PM - Tuesday 08 October 2013	04:30:00PM - Tuesday 08 October 2013	2 hours
Kellogg - Media Library	KEL 2107	12:30:00PM - Wednesday 09 October 2013	03:00:00PM - Wednesday 09 October 2013	2.5 hours
Kellogg - Media Library	KEL 2110	09:00:00AM - Monday 07 October 2013	11:00:00AM - Monday 07 October 2013	2 hours
Kellogg - Media Library	KEL 2110	01:00:00PM - Monday 07 October 2013	04:00:00PM - Monday 07 October 2013	3 hours
Kellogg - Media Library	KEL 2110	09:00:00AM - Tuesday 08 October 2013	12:00:00PM - Tuesday 08 October 2013	3 hours
Kellogg - Media Library	KEL 2110	01:00:00PM - Tuesday 08 October 2013	03:00:00PM - Tuesday 08 October 2013	2 hours



STUDYING SPACE USAGE

- Developed a space usage study to address all sorts of questions:
 - What about usage of study rooms without booking?
 - What about use of other types of study space?
 - How do students use technology when studying?
 - What impact would new Student Union have on library usage?
- Observed space usage and study patterns
 - Sample weeks – mid semester, finals
 - Key times – 10am, noon, 3pm, 7pm
 - Included all study locations – rooms, carrels, tables and open seating

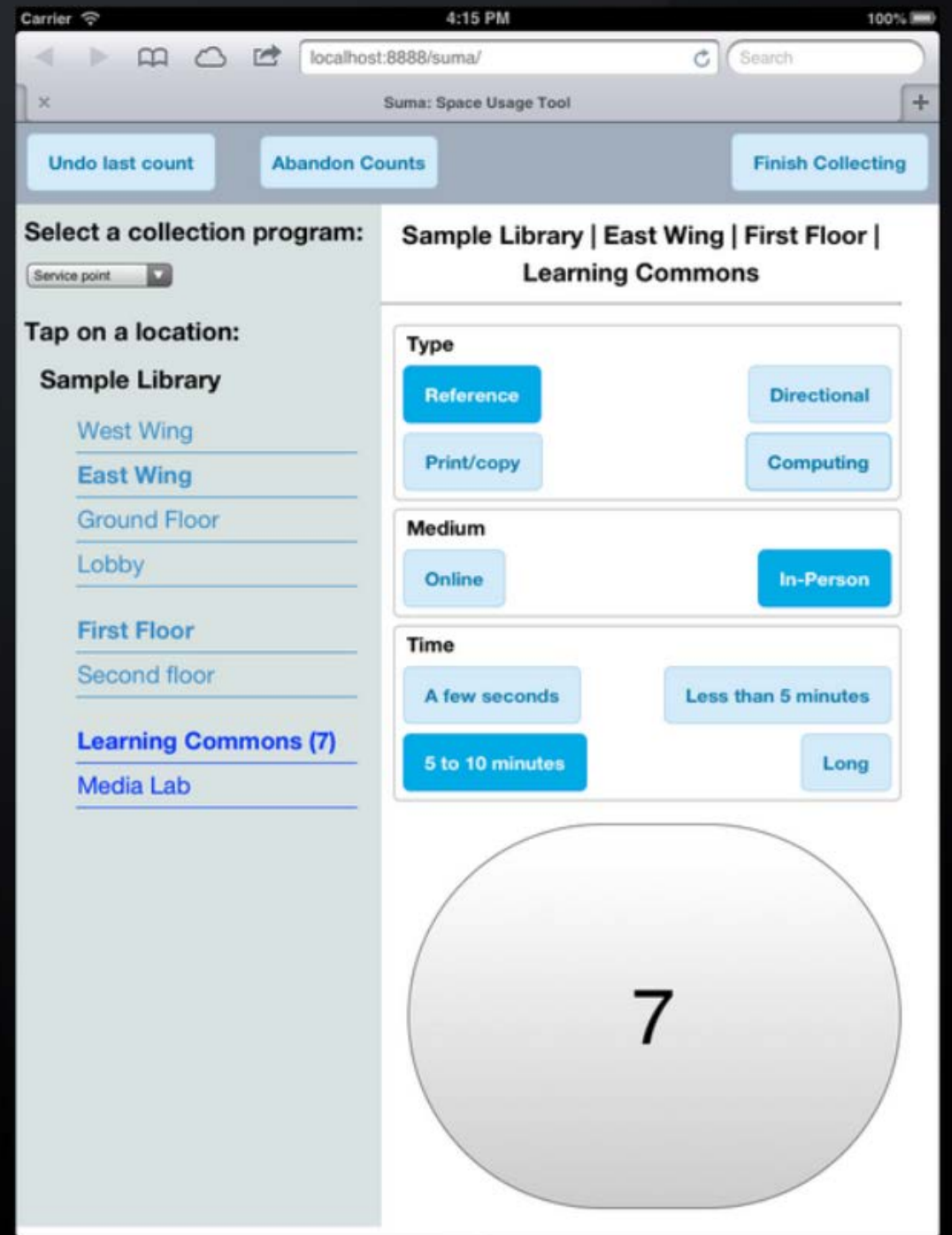


TOOLS TO STUDY SPACE USAGE

- Needed new kinds of technology to carry out observational research:
 - Mobile
 - Customizable
 - Support a variety of criteria
- Identified 3 promising technologies:
 - SUMA
 - Counter+
 - Cloud On with Excel

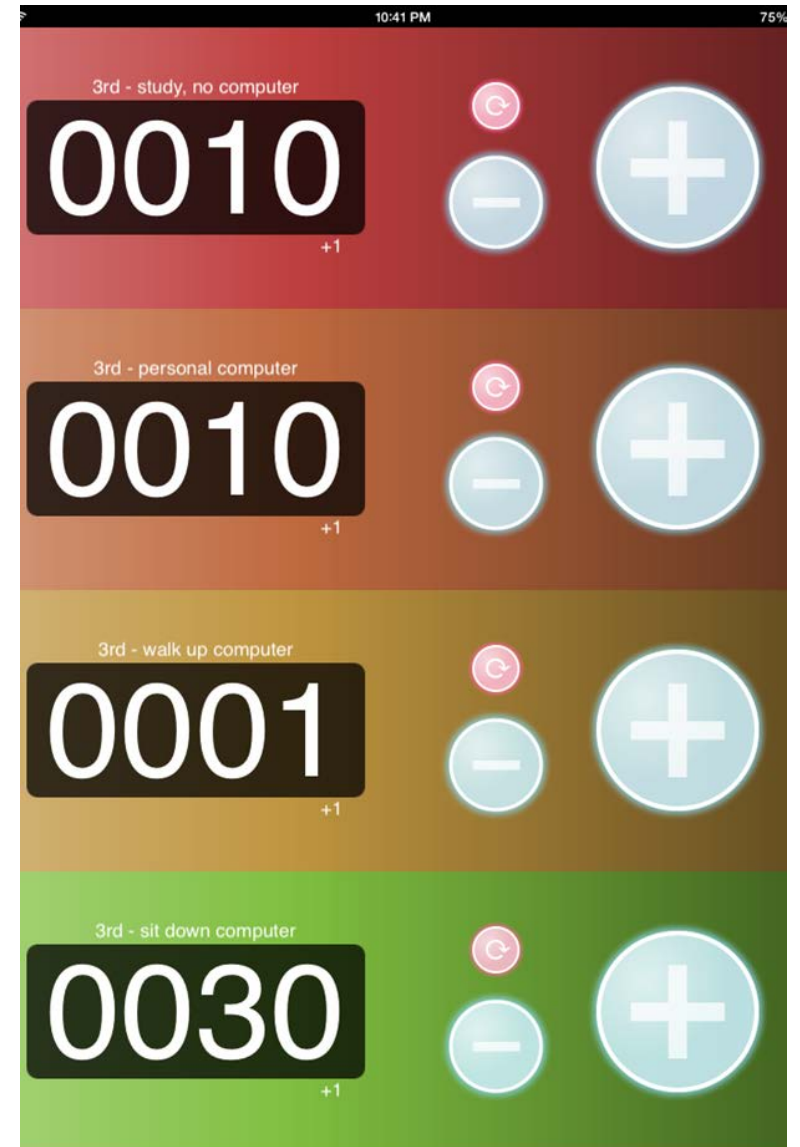
SUMA

- Open source tool
- Pros
 - Full suite of tools including analysis
 - Easy 'counter' button
 - Can specify multiple characteristics for each type of count
- Cons
 - Complicated to setup
 - Cumbersome when looking at many areas



COUNTER+

- Apple iPad app
- Pro
 - 8 counters
 - Can customize labels
 - Can email results
- Con
 - Have to zero out counters to start next count
 - Limited functionality



CLOUD ON

- Apple iPad app

Cloud On → Dropbox → Excel

- Pro
 - Access Microsoft Office (Excel, Word, ..)
 - Full function of desktop application
 - Saves to cloud drive (Dropbox, Box, ..)
- Con
 - Depends on reliable Internet connection
 - Desktop applications not optimized for mobile uses

StudyRoom_collection_forms.xlsx

File Home Alignment Styles & Cells Insert Page Layout Formulas Data Review View

AirPrint Cut, Copy, Paste Format Painter Font Type Font Size Font Styles Font Color Shade Cell Format Undo Annotate

Slow connection detected. This may affect the quality of your experience.

	AH	AI	AJ	AK	AL				
	10am		12pm		3pm				
	No. People	Devices	No. People	Devices	No. People	Devices	No. People	Devices	
1									
2									
3	Study Rm								
4	4001	1	0	0	0	0	0	0	25
5	4002	0	0	0	0	0	0	0	21
6	4102	0	0	1	0	0	0	0	29
7	4103	0	0	2	0	0	0	0	27
8	4104	3	1	5	2	0	0	0	40
9	4105	0	0	1	1	0	0	0	32
10	4106	0	0	1	1	0	0	0	25
11	4107	0	0	2	0	0	0	0	31
12	4310	1	0	0	0	0	0	0	32
13	4311	3	1	0	0	0	0	0	26
14	4312	1	1	3	1	0	0	0	30
15	4313	3	2	1	1	0	0	0	34
16	4314	2	1	0	0	0	0	0	29
17	4315	1	0	1	0	0	0	0	31
18	4410	0	0	2	0	0	0	0	24
19	4411	2	0	0	0	0	0	0	33
20	4412	2	0	0	0	0	0	0	30
21	4413	3	2	2	1	0	0	0	36
22	4414	0	0	2	1	0	0	0	35
23	4416 N. End Study	2	0	1	0	0	0	0	145
24	Perios, News/Stacks	7	3	7	4	0	0	0	186
25	Correls - All	11	6	21	9	0	0	0	669
26	4003 - 4101 S. Areas	3	2	6	3	0	0	0	243
27	5108	6	4	3	1	0	0	0	44

October 2013 Sheet3

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Ctrl Alt Shift Tab ← ↑ ↓ → Esc Del

Q W E R T Y U I O P

A S D F G H J K L return

⌵ Z X C V B N M ! , . ?

.?123 .?123



SPACE USAGE RESULTS

- Study room reservation stats showed 50% occupancy all hours
- Space usage observations showed 75% use of study rooms during all sample hours (10am, 12pm, 3pm, 7pm)
- 98% study room use during peak usage period



SERVICE DESK USAGE

- Primary purpose - to provide customer service
 - Circulate materials
 - Collect fines
 - Answer questions of all types
- Traditional tools are used to track our circulation statistics and fines
- Needed a more efficient way to track questions
- StatsTracker a highly customizable open source product was our solution



Circ

Media

MetAcq

RHD

RHD Librarians

Date & Time *

Nov



1



2013



11



am



Type

Library Informational



Add

- None -

Library Informational

Library Directional

Campus Informational

Campus Directional

Misc

Recent activity

Last entry: 1 hour 19 min ago under Library Directional by

Circ Stats for last 14 days

November 1, 2013

	Time	Campus Directional	Campus Info	Library Directional	Library Info	Misc
	9 am			1	1	
Total: 2				1	1	



STATSTRACKER

- Open source tool
 - Requires local server and IT expertise
 - Highly customizable
- After reviewing original statistics gathered, decided wanted more detail for Media Library
 - Better description of the type of requests
 - Be able to analyze questions by categories
 - Identify who is asking the questions
 - Identify when we refer the question to other service points

StatsTracker » Media

sthompson | Log out

Problem? Idea?

Stats Data Views

Quick Links

Search

Circ

Media

Question

Stat Data

Date & Time *

Oct2320134pm

Where question asked *

In-person/at-counter

Patron Type *

Student

Referred to

- None -

Type of Question *

Media-related

Media-related

Library-related

Building/Facilities-related

IITS – non directional

Campus – non directional

Other (always write down the question)

Media-related

How to edit media/use software

Add

Cancel

Recent activity

Wednesday, Oct 23

Type of Question	Media-related	Library-related	Building/Facilities-related	Question	Referred to	Patron Type	Where question asked	Author
2 pm	Campus – non directional				IITS	Student	In-person/at-counter	media
2 pm	Building/Facilities-related		Library	Location/directional		Student	In-person/at-counter	media
2 pm	Building/Facilities-related		IITS	Location/directional		Student	In-person/at-counter	media

HOW WE BRING IT ALL TOGETHER...

	Jul-11	Aug-11	Sep-11	Oct-11	May-12	Jun-12	2011/2012 Total	2010/2011 Total
SERVICE POINT HOURS OF OPERATION								
Check Out Desk	223	231	339	344	292	232	3,394	3,442
Media Library	208	228	269	297	258	217	2,996	3,055
Total Operating Hours	431	459	608	641	550	449	6,390	6,497
LIBRARY GATE COUNT								
2nd Floor	8,003	12,542	22,218	23,346	14,649	8,042	192,730	209,660
3rd Floor	7,943	18,427	25,045	54,449	23,714	4,571	364,287	413,489
Total Gate Count	15,946	30,969	47,263	77,795	38,363	12,613	557,017	623,149
ACCESS SERVICES CIRCULATION ACTIVITY								
Books	930	1,207	2,022	2,655	1,605	781	22,536	24,944
Periodicals	0	0	0	0	0	0	1	1
Media General	168	195	340	294	139	108	2,636	4,592



CENTRAL STATS PORTAL

- Important for evidence-based decision-making to have ready access to data
- Want to make statistical data easily findable and usable by anyone
- Google Sites provides an easy to use environment

GOOGLE SITE

- Cloud-based tool
- Can select from templates or build yourself
- Highly customizable
- Can link to Google Docs, which enables automatic updating

Home

Annual Statistics
Study Space Usage
Resource Sharing
Circulation and Collection
Management
Media Library
Resources
Contact
Sitemap

Home

Welcome to the Access Services statistics site. This site provides centralized access to the data, statistical reports, studies and research tracking the work of the Access Services. .



Annual Statistics

The annual statistics reports for all areas of Access Services

Go Now



Study Space Usage

Data and analysis from the 2013 study of student usage of study rooms and spaces in the library.

Go Now



Resource Sharing

Data collected on resource sharing including ILL and Circuit.

Go Now



Circulation & Collection Mgmt

Data pertaining to circulation and collection management..

Go Now



Media Library

Data pertaining to the Media Library.

Go Now



Resources

Resources include research on trends in Access Services as well as information on collecting Access Services data.

Go Now



THANK YOU

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